

a session handler for receiving the user request from the support module and for controlling the activities of the first support interface module;

at least a first session generated by the session handler for processing the user request;

a first transport handler initialized by the at least a first session for managing communications with the support host; and

at least a first transport generated by the first transport handler for communication of the at least a first session with the support services resource.

4. The host system as defined in claim 3, wherein the at least a first session comprises an application programming interface through which the at least a first session cooperates with the support module to process the user request.

5. The host system as defined in claim 3, further comprising a second support interface module comprising:

at least a second session generated by the session handler for processing a user request;

a second transport handler initialized by the at least a second session for managing communications with the support host; and

at least a second transport generated by the second transport handler for communication of the at least a second session with the support services resource.

6. The host system as defined in claim 5, wherein the at least a second session comprises an application programming interface through which the at least a second session cooperates with the support module to process the user request.

7. A method of service request communication between a support module and a support interface module, the method comprising:

receiving a service request by the support interface module from the support module;

establishing overall control of the service request process;

generating at least one session for the service request;

initializing communication control of the service request process;

generating at least one transport for the at least one session; and

transmitting and/or receiving data via the at least one transport.

8. The method as defined in claim 7, further comprising terminating the at least one session when the service request is either satisfied or withdrawn.

9. The method as defined in claim 7, further comprising terminating the at least one transport for the at least one session when the service request is either satisfied or withdrawn.

10. A support interface module for communications between a host system and a support host over a network, the host system includes at least one application interface having a support module, the support host includes a support services resource, the support interface module comprising:

means for receiving a service request from the support module;

means for establishing overall control of the service request process;

means for generating at least one session for the service request;

means for initializing communication control of the service request process;

means for generating at least one transport for the at least one session; and

means for transmitting and/or receiving data via the at least one transport.

11. The support interface module as defined in claim 10, further comprising means for terminating the at least one session when the service request is either satisfied or withdrawn.

12. The support interface module as defined in claim 10, further comprising means for terminating the at least one transport for the at least one session when the service request is either satisfied or withdrawn.